

**Council of the District of Columbia
COMMITTEE ON HUMAN SERVICES
2022 PERFORMANCE OVERSIGHT**

1350 Pennsylvania Avenue, N.W., Washington, D.C. 20004

Please submit your responses no later than the close of business on **February 4, 2022** in Word or Excel format, as applicable. Minimizing the use of attachments when not specifically requested is appreciated. If you need to discuss any of the questions, please contact David Meni, Research Analyst, at dmeni@dccouncil.us or (202) 724-8101.

Agency Organization

1. Please provide a complete, up-to-date organizational chart for each division within the agency, including a list of the employees (name and title) for each subdivision and the number of vacant positions in each subdivision.
 - a. Please include explanation of the roles and responsibilities for each division and subdivision; and

AGENCY RESPONSE

NAME	POSITION
Mathew McCollough	Director
Christina Mitchell	Chief of Staff (MS14)
Abby Volin	Attorney Advisor (LS13)
Anwar Mahmood	Architect (CS13)
VACANT	ADA Compliance Specialist (CS13)
Susie McFadden-Resper	ADA Compliance Specialist (CS13)
Kisha Gore	Sign Language Interpreter (CS12)
VACANT	Sign Language Interpreter (CS12)
VACANT	Program Analyst (CS11)
Shelley Carr-Brown	Staff Assistant (CS 11)
Naquran Smith	Program Support Asst (CS 7)
Subdivision:	Developmental Disabilities Council (DDC) Federally Funded
Alison Whyte	Executive Director, DDC (MS14)
Luz Collaro	Admin Support Specialist, DDC (CS12)
VACANT	Program Support Specialist, DDC (CS11)

The Office of Disability Rights (ODR) is not formally divided into departments, but a separate entity associated with (or housed under) ODR is the Developmental Disabilities Council (DDC). The DDC is a Mayoral appointed body established in accordance with the mandates of the D.C. Developmental Disabilities Basic State Grant Program. The grant program is authorized by the Developmental Disabilities Assistance and Bill of Rights Act of 2000, Public Law 106-402 (42 USC 15001), dated October 30, 2000. The DDC is entirely funded by the United States Department of Health and Human Services (DHHS), Administration for Community Living (ACL), and is charged with identifying and addressing the most pressing needs of people with developmental disabilities in the District of Columbia.

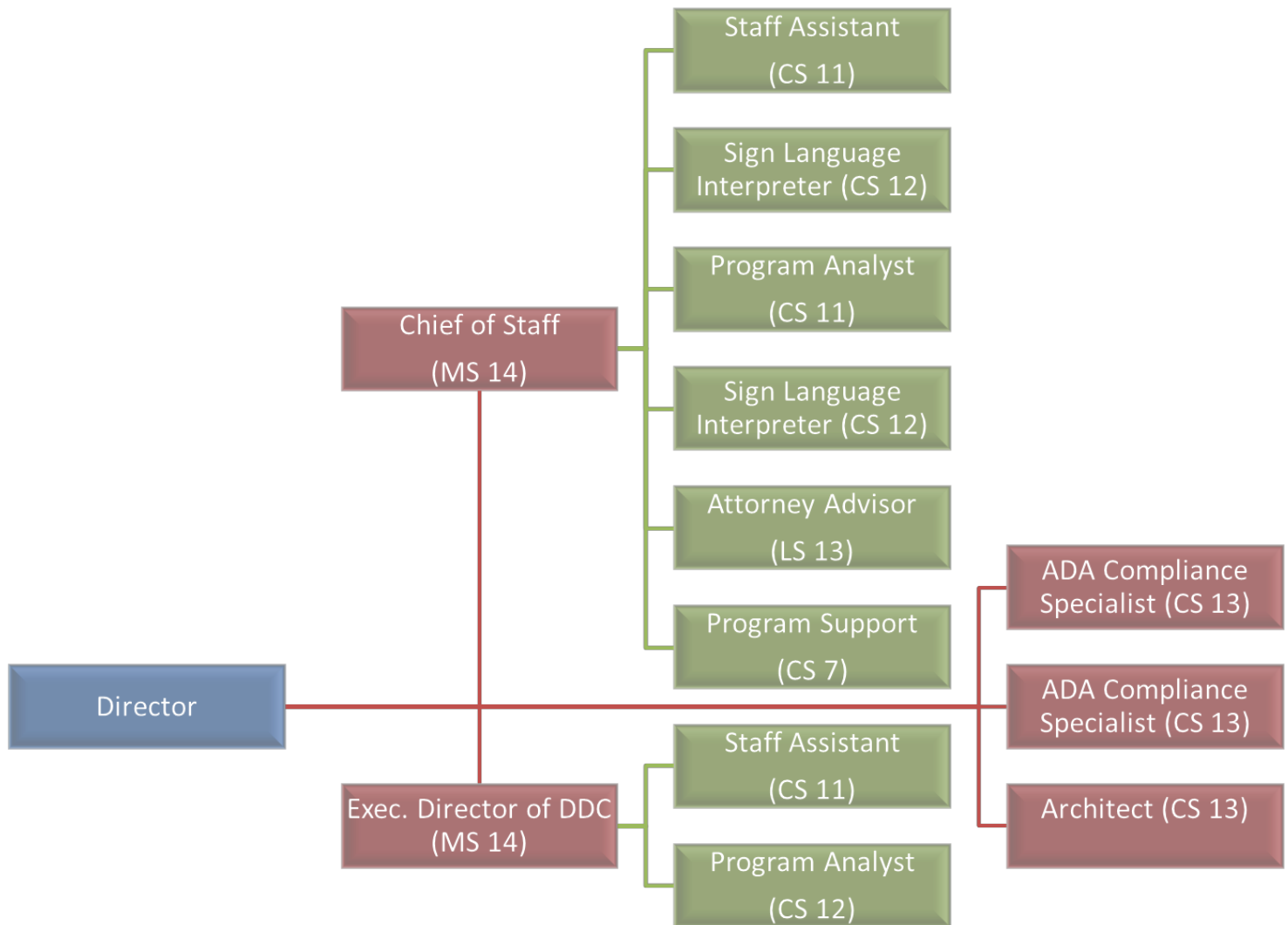
Deliverables, initiatives, and outcomes are identified in the DDC's Five Year State Plan (2022-2026) and approved by ACL. ODR serves as the Designated State Agency for the DDC.

- b. For any organizational changes made during the previous year, please provide a narrative explanation of any organizational changes made during the previous year.**

AGENCY RESPONSE

For FY22, ODR received an enhancement for two (2) full-time sign language interpreters to support the Effective Communication Program. During Q1 of FY22 the agency witnessed two (2) staff persons retire. We are currently posting the positions to be back-filled.

FY22 Organization Chart



2. Please provide an up-to-date position listing for your agency, which includes the following information: Requesting Sch. A from CFO Team
- Title of position;
 - Name of employee or statement that the position is vacant, unfunded, or proposed;
 - Date employee began in position;
 - Salary and fringe, including the specific grade, series, and step of position; and
 - Job status (continuing/term/temporary/contract).

AGENCY RESPONSE

Title	Hire Date	Vac Stat	Grade	Step	Salary	Sal Plan
Agency Management Program (AMP)						
Attorney Advisor	4/12/2021	F	13	4	115,238.00	LA0001
Director	4/4/2010	F	E3	0	144,951.33	DX0000
Staff Assistant	8/2/2021	F	11	4	68,801.00	DS0087
Chief of Staff	9/14/2008	F	14	0	128,036.20	DS0086
Program Support Asst (OA)	1/9/2017	F	7	4	47,611.00	DS0087
Disability Rights Program (DRP)						
Public Affairs Specialist		V	12	0	77,649.00	DS0087
Interpreter (Sign Language)	1/18/2022	F	12	1	77,649.00	DS0087
Interpreter (Sign Language)		V	12	0	77,649.00	DS0087
ADA Comp. Spec. (Public Works)	1/7/2008	F	13	9	112,395.00	DS0087
ADA Comp. Spec. (Employment)		V	13	0	89,457.00	DS0087
ADA Architect	5/27/2008	F	13	10	115,262.00	DS0087
Administrative Support Spec.	5/11/2020	F	12	6	89,690.00	DS0087
Program Support Specialist		V	11	0	62,751.00	DS0087

3. Please provide the number of vacancies for FY21 and FY22 to date, by program and activity.

AGENCY RESPONSE

Title	Vac Stat	Program
Disability Rights Program (DRP)		
Public Affairs Specialist	V	2000
Interpreter (Sign Language)	V	2000
ADA Comp. Spec. (Employment)	V	2000
Program Support Specialist	V	2000

4. Please update the Committee on the agency's key performance indicators for FY21.

AGENCY RESPONSE

FY 2021 Performance Indicators			
Goal Description	Target Number	Actual Number	Achieved
Number of Employees and Customers Trained	1000	1,653	Fully-exceeded
Percentage of sign language requests that are scheduled in 5 days	96%	99.3%	Fully-exceeded
Percentage of requests that assistance is provided in 30 days	90%	99.4%	Fully-exceeded
Percentage of complaints, reasonable accommodation requests that were addressed within 30 days	90%	97.3%	Fully-exceeded
Percentage of DC-owned building requests that assessments were provided in 30 days	90%	100%	Fully-exceeded

5. Please list all employees detailed to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.

AGENCY RESPONSE

In FY21, ODR did not detail any agency employees to or from the agency.

6. Please provide the Committee with:
a. A list of all employees who receive cell phones, personal digital assistants, or similar communications devices at agency expense;

AGENCY RESPONSE

Employee	Title	Device
Mathew McCollough	Director	Cellphone
Christina Mitchell	Chief of Staff	Cellphone
Kisha Gore	Sign Language Interpreter	Cellphone
Anwar Mahmood	Architect	Cellphone
Naquran Smith	Program Support Asst.	Cellphone
Abby Volin	Attorney Advisor	Cellphone
Susie McFadden-Resper	ADA Compliance Specialist	Cellphone
Shelley Carr-Brown	Staff Assistant	Cellphone

- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned;

AGENCY RESPONSE

ODR does not lease or own any vehicles.

- c. A list of employee bonuses granted in FY21 and FY22 to date, if any;

AGENCY RESPONSE

ODR did not grant any bonuses in FY21 or FY22;

- d. A list of travel expenses including the amount spent and the reason, arranged by employee;

AGENCY RESPONSE

Employee	Reason	Amount
Abby Volin	Mid-Atlantic 3- day ADA Conference in Baltimore, MD	\$224.40
Shelley Carr Brown	Mid-Atlantic 3- day ADA Conference in Baltimore, MD	\$125.84
Christina Mitchell	Mid-Atlantic 1- day ADA Conference in Baltimore, MD	\$77.80

- e. A list of the total overtime and workman's compensation payments paid in FY21 and FY22, to date.

AGENCY RESPONSE

ODR did not pay out any overtime or workman's compensation payments.

Budget

7. Please provide a chart showing your agency's approved budget and actual spending, by program, for FY21 and FY22, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures for FY21 and FY22, to date.

AGENCY RESPONSE

FY 2021					
Program	Approved Budget	Revised Budget	Actuals	Variance	Comments vs Approved Budget
Agency Management Program (AMP)	597,646	597,646	558,392	39,254	Variance is due to vacancy savings in PS
Disability Rights Program (DRP)	1,508,088	1,508,088	1,402,860	105,228	Variance is due to vacancy savings in PS as well as reduced training and the elimination of travel in FY 2021 due to the Pandemic travel restrictions
Total	\$ 2,105,734	\$ 2,105,734	\$ 1,961,252	\$ 144,481	
FY 2022					
Program	Approved Budget	Revised Budget as of 12/31/21	Q1 YTD Expenditures (including obligations) as of 12/31/20	Variance	Comments
Agency Management Program (AMP)	619,363	619,363	161,652	457,711	
Disability Rights Program (DRP)	1,618,197	1,618,197	425,852	1,192,345	
Total	\$ 2,237,560	\$ 2,237,560	\$ 587,504	\$ 1,650,056	

8. Please list any reprogramming, in or out, which occurred in FY21 or FY22, to date. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.

AGENCY RESPONSE

FY 2021			
Reprogramming Amount	From (Agency/ Activity/Program)	To (Agency/ Activity/Program)	Description
\$ 11,700.00	Office of Disability Rights/Agency Management Program/Performance Management	Office of Disability Rights/Agency Management Program/Information Technology	Original use - Personal Services (Salary & Fringe); Reprogrammed use - IT Hardware Acquisitions: laptops & docking stations
FY 2022 Year-to-Date			
Reprogramming Amount	From (Agency/ Activity/Program)	To (Agency/ Activity/Program)	Description
None to Date			

9. Please provide a complete accounting for all intra-District transfers received by or transferred from the agency during FY21 or FY22, to date.

AGENCY RESPONSE

FY 2021			
Intra-District Transfers Sent			
Amount	Seller Agency	Buyer Agency	Service
562	Department of Public Works (DPW)	Office of Disability Rights (ODR)	Fixed Costs - Maint & Repairs Auto
52,451	Office of Contracting and Procurement (OCP)	Office of Disability Rights (ODR)	Purchase Card Transactions
53,013			
Intra-District Transfers Received			
Amount	Seller Agency	Buyer Agency	Service
42,622	Office of Disability Rights (ODR)	Office of the City Administrator	Sign Language Interpretation (SLI)
1,500	Office of Disability Rights (ODR)	Dept of Human Resources	Sign Language Interpretation (SLI)
57,657	Office of Disability Rights (ODR)	Homeland Security & Emergency Management Agency (HSEMA)	Sign Language Interpretation (SLI)
1,500	Office of Disability Rights (ODR)	Commission on the Arts and Humanities	Sign Language Interpretation (SLI)
244	Office of Disability Rights (ODR)	Office of Attorney General	Sign Language Interpretation (SLI)
20,016	Office of Disability Rights (ODR)	Dept of Employment Services	Sign Language Interpretation (SLI)
600	Office of Disability Rights (ODR)	DC Board of Elections	Sign Language Interpretation (SLI)
25,729	Office of Disability Rights (ODR)	Advisory Neighborhood Commissions	Sign Language Interpretation (SLI)
2,631	Office of Disability Rights (ODR)	Deputy Mayor for Planning & Economic Development	Sign Language Interpretation (SLI)
600	Office of Disability Rights (ODR)	Office of Administrative Hearings	Sign Language Interpretation (SLI)
35,309	Office of Disability Rights (ODR)	DC Public Schools	Sign Language Interpretation (SLI)
1,710	Office of Disability Rights (ODR)	Department of Health	Sign Language Interpretation (SLI)
3,655	Office of Disability Rights (ODR)	Office of Human Rights	Sign Language Interpretation (SLI)
3,980	Office of Disability Rights (ODR)	Department of Human Services	Sign Language Interpretation (SLI)
600	Office of Disability Rights (ODR)	Dept of Energy & Environment	Sign Language Interpretation (SLI)
1,050	Office of Disability Rights (ODR)	Department of Motor Vehicles	Sign Language Interpretation (SLI)
4,725	Office of Disability Rights (ODR)	Office of Contracting & Procurement	Sign Language Interpretation (SLI)
3,920	Office of Disability Rights (ODR)	Dept of Insurance, Securities and Banking (DISB)	Sign Language Interpretation (SLI)
208,048			

10. Please identify any special purpose revenue accounts maintained by, used by, or available for use by your agency during FY21 or FY22, to date. For each account, please list the following:

- The revenue source name and code;**
- The source of funding;**
- A description of the program that generates the funds;**
- The amount of funds generated by each source or program; and**
- Expenditures of funds, including the purpose of each expenditure.**

AGENCY RESPONSE

ODR does not possess special purpose revenue accounts.

11. Please provide the agency's fixed costs budget and actual spend for FY21 and FY22, to date. Please include a narrative description of any substantial changes in these costs.

AGENCY RESPONSE

ODR does not possess a fixed cost budget.

Contracting and Procurement

12. Please list each contract, procurement, lease, and grant ("contract") awarded or entered into by your agency during FY21 and FY22, to date. For each contract, please provide the following information, where applicable:

- a. The name of the contracting party;**
- b. The nature of the contract, including the end product or service;**
- c. The dollar amount of the contract, including budgeted amount and actually spent;**
- d. The term of the contract;**
- e. Whether the contract was competitively bid or not;**
- f. The name of the agency's contract monitor and the results of any monitoring activity; and**
- g. Funding source**

AGENCY RESPONSE

Contractor	Services Provided	Amount	Term	Competitively Bid (Yes/No)	Contract Monitor	Funding Source
National Association of Councils on Developmental Disabilities	FY21 Dues	\$4,515	10/1/20 - 9/30/21	No	Alison Whyte	Federal
Xerox Corporation	Multifunction copier lease for FY21	\$4,659.24	10/1/20 - 9/30/21	No	Alison Whyte	Federal
TransPerfect	Translation of state plan survey into multiple languages	\$4,360.96	2/17/21 - 9/30/21	No	Alison Whyte	Federal
TransPerfect	Translation of state plan goals and objectives into multiple languages	\$4,129.12	4/28/21 - 9/30/21	No	Alison Whyte	Federal
Lead for America Fellowship	Place one fellow with the DDC from August 2020 through July 2022 and provide technical assistance	\$54,369	8/10/21 - 9/30/2021	No	Alison Whyte	Federal

The Arc of DC	Increase Employment in Ethiopian Community GRANT	\$1,000	5/20/21 - 9/30/21	No	Alison Whyte	Federal
L'Arche of Washington, DC	My Voice: Amplifying the Voice of intellectually disabled individuals in the Medical System GRANT	\$2,000	5/10/21 - 9/30/21	No	Alison Whyte	Federal
Institute for Educational Leadership	Youth Advocacy and Leadership: Co-Creating the tools for youth leadership in Legislative advocacy from the local to the national level	\$1,868.92	5/10/21 - 9/30/21	No	Alison Whyte	Federal
RCM of Washington	Social circles project with youth and adults with disabilities	\$8,625	5/26/21 - 9/30/21	No	Alison Whyte	Federal
STEM Skills	Develop a learning management system to support people with disabilities to learn about STEM careers	\$10,000	5/10/21 - 9/30/21	No	Alison Whyte	Federal
Best Buddies International	Program to promote healthy relationships and sexuality with people with disabilities	\$10,000	5/10/21 - 9/30/21	No	Alison Whyte	Federal
Massachusetts Developmental Disabilities Council	Use of DD Suite, grants management software for DD Councils	\$4,614	6/10/21 - 9/30/21	No	Alison Whyte	Federal
Advocates for Justice and Education	IDEA Accessibility Project (will get a no cost extension into FY22)	\$8,000	5/10/21 - 9/30/21	No	Alison Whyte	Federal

Advocates for Justice and Education	Parent Cafes for parents of children aged 0-5 years to support Act Early DC	\$5,070	4/15/21 - 9/30/21	No	Alison Whyte	Federal
East River Family Strengthening Collaborative	Fatherhood Café for dads of children aged 0-5 years to support Act Early DC	\$2,500	4/15/21 - 9/30/21	No	Alison Whyte	Federal
Institute for Educational Leadership	No Cost Extension on FY20 DC Advocacy Program GRANT	\$12,479.50	4/15/21 - 9/30/21	No	Alison Whyte	Federal
Quality Trust	No Cost Extension on FY20 Family Ties of DC program GRANT	\$15,000	10/1/20 - 9/30/21	No	Alison Whyte	Federal
ACSI Enterprises	English to Spanish Interpretation for DD Council Meetings	\$3,294	1/20/22 - 9/30/22	No	Alison Whyte	Federal
Xerox Corporation	Multifunction copier lease for FY22	\$4,056.36	12/13/21- 9/30/22	No	Alison Whyte	Federal
National Association of Councils on Developmental Disabilities	FY22 Dues	\$4,567	10/1/21- 9/30/22	No	Alison Whyte	Federal
Pendragwn Productions LLC	Video editing and captioning	\$9,800	10/28/21 – 9/30/22	No	Alison Whyte	Federal
ACSI	Sign language services	\$100,000	10/1/21- 9/30/22	Yes	Christina Mitchell	Local
Context Global	Sign language services	\$100,000	10/1/21- 9/30/22	Yes	Christina Mitchell	Local
Deaf Access Solutions	Sign language/ CART services	\$15,000	12/1/21- 9/30/21	No	Christina Mitchell	Local

13. Please provide a list of any contractors or consultants performing work within your office, including job description, salary, and length of contract and city of residence.

AGENCY RESPONSE

The Developmental Disabilities Council hired 2 term contractors to implement their 5-year state plan.

1. Emily Kranking
Lead for America Fellow
8/1/20-10/22/21

Cost of fellowship: \$54,369
City of Residence: Frederick, MD
Job Description: External communications, created flyers and promotional materials, managed social media campaigns, and planned events for DD Awareness Month

2. Kevin Wright
Lead for America Fellow
8/1/21-Present
Cost of fellowship: \$54,369
City of Residence: Washington, DC
Job Description: Employment First initiative, public speaking and training on advocacy and disability employment, and community engagement

14. Please provide a list of all MOUs currently in place, any MOUs planned for the coming year, and a brief description of the purpose for each MOU.

AGENCY RESPONSE

One District-wide Sign Language MOU exists between the Office of the City Administrator and ODR. On behalf of the twenty-seven (27) participating agencies, OCA ensures that the funding for sign language services are transferred Intra-District to ODR. This MOU represents payment by the 27 participating agencies across the District in service to Deaf and Hard of Hearing constituents.

Agency Programs and Policies

15. Please provide a list of all agency ADA coordinators.
a. How are agency ADA coordinators selected?

AGENCY RESPONSE

Agency ADA Coordinators are appointed by their agency's executive team. List attached.

b. What training is provided to agency ADA coordinators?

AGENCY RESPONSE

All ADA Coordinators have received various trainings to include ADA Title I, ADA Title II, Disability Sensitivity and other topics.

ADA Title I Employment & ADA Title II Accessible Government	Overview of ODR mission and services "Know your rights" training for new employees on ADA Title I; Overview of ADA Title 2 and requirements to maintain accessible government facilities, programs, and services.
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ADA Accommodation during the Public Health Emergency	COVID-19 related training on providing reasonable accommodations for returning to the workplace.
Disability Sensitivity Training	General overview of disability sensitivity

- c. **Did any agency have a vacancy in ADA coordinator during FY21 or FY22 to date?**

AGENCY RESPONSE

No, we have an identified ADA Coordinator for every agency.

- 16. Please list each policy initiative of your agency during FY21 and FY22, to date. For each initiative please provide:**

- A detailed description of the program;**
- The name of the employee who is responsible for the program;**
- The total number of FTEs assigned to the program; and**
- The amount of funding budgeted to the program.**

AGENCY RESPONSE

Initiative 1. Agency ADA Compliance

Initiative 1.1 District's ESA Policy Guidance

- ODR will create policy guidance focused on Service and Assistance Animals created around the understanding of Title I and II of the Americans with Disabilities Act (ADA), to be used citywide.
- Responsible Employee: Susie McFadden-Resper/Abby Volin
- Number FTEs: 3
- Total Amount Budgeted: ODR possessed adequate funds to cover the cost of this program.

Initiative 1.2 ADA District-owned Park Assessments

- The ADA Architect team will work to assess 200 District-owned public parks for ADA accessibility. The team will provide reports and recommended modifications to bring all DC parks into full ADA Compliance. The first phase of this initiative will include about 65 parks within Wards 7 & 8.
- Responsible Employee: Anwar Mahmood
- Number FTEs: 2
- Total Amount Budgeted: ODR possessed adequate funds to cover the cost of this program.

Initiative 2. Emergency Preparedness: *Emergency Shelter Assessments*

- Under the directive of a 3-year settlement agreement between the United Spinal Association and the District Government in May 2019, this initiative will identify and assess, in partnership with the Department of Human Services (DHS) and Homeland

Security and Emergency Management Agency (HSEMA), potential emergency evacuation shelters throughout the city.

- b. Responsible Employee: Mathew McCollough
- c. Number FTEs: 4
- d. Total Amount Budgeted: ODR possessed adequate funds to cover the cost of this program.

Initiative 3. Outreach and Wellness Events

Initiative 3 Mayor's Disability Expo

- a. ODR will host the 13th Annual Mayor's Disability Awareness Expo, to highlight all the programs the District offers to persons with disabilities.
- b. Responsible Employee: Christina Mitchell
- c. Number FTEs: 8
- d. Total Amount Budgeted: ODR possessed adequate funds to cover the cost of this program.

17. Please provide a list of all studies, research papers, and analyses ("studies") the agency prepared, or contracted for, during FY21 and FY22, to date. Please state the status and purpose of each study.

AGENCY RESPONSE

ODR has not published any studies, research papers, or analyses.

18. Please list and describe any ongoing and completed investigations, studies, audits, or reports on your agency or any employee of your agency completed during FY21 or FY22, to date.

AGENCY RESPONSE

Neither ODR nor its employees have participated in any investigations, studies, or audits

19. If applicable, please explain the impact on your agency of any legislation passed at the federal level during FY21 or FY22, to date.

AGENCY RESPONSE

We are not aware of any federal legislation that would impact the agency at this time.

20. Please list all regulations for which the agency is responsible for oversight or implementation. Please list by chapter and subject heading, including the date of the most recent revision for each chapter.

AGENCY RESPONSE

ODR is responsible for oversight of the District's compliance with the Americans with Disabilities Act (ADA) Title I and Title II, as well as other federal and local disability rights laws,

including the Disability Rights Protection Act of 2006, which created the office. Additionally, we assist the District to ensure compliance with the following:

- *Section 504 of the Rehabilitation Act of 1973*. 29 U.S.C. 794 (1978).
- *21st Century Communications Video Accessibility Act*. Pub. L. 111-260 (2010).
- *Mental Health Consumers Rights Protection Act*. DC Code §7-1231 (Oct 21, 2001).
- *DC American Sign Language Legal Recognition*. DC Code §38-2431 (Oct 26, 2001).
- *DC Human Rights Act of 1977*. DC Code §2-1401-1411 (amended Apr 11, 2019).
- Mayor's Order 2017-10 on Enhancing Compliance with the Disability Rights Protection Act and the ADA (January 11, 2017).
- Mayor's Order 2012-160 on Video Accessibility for Persons who Are Deaf and Hard of Hearing (September 27, 2012).
- Mayor's Order 2008-38 on Establishment of the DC Commission on Persons with Disabilities (March 13, 2008).
- Mayor's Order 2008-64 on Appointing the Office of Disability Rights as EEO Counselor for Employees with Disabilities (April 17, 2008).

Mayor's Order 2008-69 on Designation of the Office of Disability Rights to Provide Coordination of the ADA Compliance Program for the District Government and Assignment of Related Responsibilities to Other District Government Agencies (April 25, 2008).

21. Did the agency meet the objectives set forth in the performance plan for FY21? Please provide a narrative description of what actions the agency undertook to meet the key performance indicators or any reasons why such indicators were not met.

All FY21 objectives and key performance indicators were fully executed and completed.

District-wide Service Animal and Assistance Animal Policy Guidance – *under final internal review and will be released shortly.*

ADA assessments on District-owned parks – *in progress*: The COVID-19 pandemic extremely limited the agency's operations to conduct the ADA assessments on all 200 District-owned parks in Fiscal Year 2021, yet the agency has exceeded the number of locations for Phase I. Currently, in Phase II, this project is on target for completion September 2022.

Number of District Government employees, grantees, and contractors trained on the ADA: The agency exceeded its target of 1000 individuals trained. The agency staff became familiar with many of the online platforms (i.e.: MS Teams, WebEx, and Zoom) in order to provide the virtual training sessions on the ADA for our constituents.

22. What has the agency done in FY21 to make the activities of your agency transparent to the public?

AGENCY RESPONSE

In accordance with the Open Government requirements established in FY14, we have continued the efforts by creating online access to the following information:

- Link to all employee salary information
- Administrative staff manuals and instructions
- Information explaining the rights of persons with disabilities

- Information dealing with the receipt or expenditure of public funds
- ODR Budget information
- Minutes of public meetings
- ODR FOIA officer and reports
- Organizational Chart
- A mechanism for the public to submit feedback on the agency's performance or other agency actions

23. For FY21 and FY22, to date, how many and which facilities have been assessed for accessibility? Please provide a summary of the outcomes of your assessments by facility type.

AGENCY RESPONSE

Please see *List of Locations Assessed* attached.

24. Please respond to the following for FY21 and FY22, to date:

- The number of complaints received by ODR;**
- Provide a breakdown of complaints received by category type and the number within each category type;**
- Indicate the agency or provider identified in the complaint;**
- Provide the outcomes or corrective actions to address each complaint; and**
- Provide the response time for responding to complaints.**

AGENCY RESPONSE

The chart below shows the number of complaints received by ODR for informal dispute resolution; it also shows requests received for technical assistance around the ADA and other laws; and requests for referrals to agencies outside District government. ODR has managed to provide timely responses to all employees, constituents, and visitors to the city; and have closed over 90% within 30 days.

Information regarding parties to the complaints received and corrective actions taken by ODR and/or other District Government agencies to resolve such complaints is prohibited from disclosure by the ADA. The complainant requesting relief must authorize disclosure of such information.

CITA Category	FY21	FY22
Complaints	84	44
Information	123	28
Technical Assistance	121	80
Reasonable Accommodations	167	34
Vaccination Exemption	53	31
Miscellaneous	14	5
TOTAL RECEIVED	562	222

25. What trainings has ODR provided to District employees and other agencies regarding:

- i. Creating compliant processes that are accessible to service users of various ability statuses?
- ii. How and when to propose accommodations to service users?
- iii. Federal and local disability rights law?

AGENCY RESPONSE

Training Title	Training Description	# of Participants
FY21		
Hypothermia Training	General overview of disability sensitivity and ADA Title II to shelter employees.	219
Sensitivity Training	General overview of disability sensitivity	123
Service and Assistance Animals — A Legal Primer	Overview of how the ADA, Rehabilitation Act, Fair Housing Act, and Air Carrier Access Act apply to service and assistance animals.	127
Olmstead Plan Town Hall	Community for All, Olmstead Integration meetings to education the community.	74
COVID-19 Talking Series	The Impact of COVID-19 on the lives of people with disabilities living in congregate settings. Training centered on adapting and accommodating during the pandemic; Behavior Health and Intellectual and Developmental Disabilities	200
ADA Title I Employment & ADA Title II Accessible Government	Overview of ODR mission and services “Know your rights” training for new employees on ADA Title1; Overview of ADA Title 2 and requirements to maintain accessible government facilities, programs, and services.	275
ADA Accommodation during the Public Health Emergency	COVID-19 related training on providing reasonable accommodations.	388
TASH Disability Law Virtual Symposium	TASH Annual Symposium on legal updates.	110
#Take30: Confronting Barriers for Persons with Disabilities - Employment	In honor of the 30 th Anniversary of the ADA, training devoted to the overview of the Employment section of the ADA	53
FY22		
ADA Title I Employment & ADA Title II Accessible Government	Overview of ODR mission and services “Know your rights” training for new employees on ADA Title1; Overview of ADA Title 2 and requirements to maintain accessible government facilities, programs, and services.	36
Language Access Coordinator Bi- Monthly Meeting	The DC Language Access Act of 2004 (the Act) requires that all District of Columbia government agencies, public-facing contractors, and grantees ensure that Limited and Non-English Proficient (LEP/NEP) individuals have access to the full range of government	64

	services and receive translation and interpretation, as needed.	
Hypothermia Training	General overview of disability sensitivity and ADA Title II to shelter employees.	172
Disability Rights 101 Title I and II	Overview of ODR mission and services “Know your rights” training for new employees on ADA Title 1; Overview of ADA Title 2 and requirements to maintain accessible government facilities, programs, and services.	80
Arc of Nova Housing Event	Fair Housing Act and Section 504 requirements.	326
ADA Accommodation during the Public Health Emergency	COVID-19 related training on providing reasonable accommodations for returning to the workplace.	13
Disability Sensitivity Training	General overview of disability sensitivity	35

26. How much funding was programmed for Sign Language Interpretation Services by ODR? How much of this funding was used? Please provide a breakdown of the organizations/events that made use of these funds, and the cost associated with each event.

AGENCY RESPONSE

Program	FY21 Budget	FY21 Expended
Effective Communication Program	\$292,633	\$208,048

Agency Code	Agency Acronym	Buyer Agency Name	Actual FY21 Usage	Requests
BA0	OS	Office of the Secretary	\$472.00	2
BD0	OP	Office of Planning	\$1440.00	1
BE0	DCHR	Department of Human Resources	\$300.00	8
BN0	HSEMA	Homeland Security and Emergency Management Agency	\$89,158.50	30
CF0	DOES	Department of Employment Services	\$10,858.25	35
CR0	DCRA	Department of Consumer and Regulatory Affairs	\$2,550.00	4
DB0	DHCD	Department of Housing and Community Development	0	0
EB0	DMPED	Office of the Deputy Mayor for Planning and Economic Development	\$830.00	8
FA0	MPD	Metropolitan Police Department	0	0
FB0	FEMS	Fire and Emergency Medical Services	\$0.00	0
FQ0	DMPSJ	Office of the Deputy Mayor for Public Safety and Justice	\$0.00	0
GA0	DCPS	DC Public Schools	\$34,030.95	139
GD0	OSSE	Office of the State Superintendent of Education	\$2,712.00	4
GW0	ODME	Office of the Deputy Mayor for Education	\$1,050.00	4
HA0	DPR	Department of Parks and Recreation	0	0
HC0	DOH	Department of Health	\$1,950.00	3

HM0	OHR	Office of Human Rights	\$4,539.75	1
JA0	DHS	Department of Human Services	\$13,222.45	3
KA0	DDOT	District Department of Transportation	\$11,378.50	11
KG0	DOEE	Department of Energy and Environment	\$1,350.00	2
KO0	DMOI	Office of the Deputy Mayor for Operations and Infrastructure	0	0
KV0	DMV	Department of Motor Vehicles	\$2,196.75	2
PO0	OCP	Office of Contracting and Procurement	\$1,050.00	2
RM0	DBH	Department of Behavioral Health	0	0
SR0	DISB	Department of Insurance, Securities, and Banking	\$1,000.00	10

27. Did any emergency announcements from the Mayor not have Sign Language Interpretation Services during FY21 and FY22 to date?

AGENCY RESPONSE

All Mayoral emergency announcement events were supplied with a qualified ASL interpreter.

28. How much funding was programmed for Braille Interpretation Services by ODR? How much of this funding was used? How many requests did ODR receive for Braille Interpretation? What was the average length of time needed to fulfill a request?

AGENCY RESPONSE

Braille Embossing Services are included in ODR's Effective Communication Program. Small Braille translation jobs are completed in house in at no-charge to District agencies. During FY21, ODR completed two (2) braille transcription request. The average request is completed within 5 to 7 days.

29. How much funding was programmed for Captioning and Transcription Services by ODR? How much of this funding was used? How many requests did ODR receive for Captioning and Transcription Services? What was the average length of time needed to fulfill a request?

AGENCY RESPONSE

Captioning and Transcription Services are included within the Effective Communication Program budget of \$292,633. In FY 21 we fulfilled 56 requests, and 14 requests so far in FY22. The average time needed to fulfil these requests is between 3 to 6 days.

Requesting Agency	Cost
FY21	
Advisory Neighborhood Commission	\$10,171.89
DC Department of Transportation	\$1,646.84
DC Developmental Disabilities Council	\$1,395.00
Department of Consumer and Regulatory Affairs	\$503.75
Mayor's of Talent and Appointment	\$337.50
Office of Disability Rights	\$310.00
Department of Behavioral Health	\$930.00
FY22	
Mayor's Office of Community Affairs	\$675.00
DC Developmental Disabilities Council	\$2,080.00
DC Department of Transportation	\$337.50
Office of Disability Rights	\$387.50

New Business

30. Please provide a progress report on the 3-year DC Olmstead Community Integration Plan, finalized in 2021.

AGENCY RESPONSE

In FY2021, ODR introduced the District's *Olmstead Community Integration Plan – One Community for All*^[1], covering calendar years 2021-2024. The development of the new *Olmstead Community Integration Plan* involved collaborative efforts with and contributions from numerous District residents with disabilities, their family members, disability organizations, community advocates, and fourteen (14) government agencies. The Olmstead Plan identifies and focuses on three main priorities: Housing; Health Care and Wellness Supports; and Employment. The Olmstead Plan's impact on our District residents includes:

1. Tracking the number of District residents who transition to the community from long term care utilizing DC Government supports and services.
2. Highlighting District government programs and policies that assist people with transitioning from long-term care into the community.
3. Serving as a guide for a person in transition to let them know about services available to them under these three priorities.

^[1] [Olmstead Community Integration Plan - DC One Community for All | odr](#)

31. Please provide updates on the following initiatives that were reported as in-progress during last year's performance oversight:

- a. District-wide Service Animal and Assistance Animal Policy Guidance – please provide additional detail on the policy guidance itself;**

AGENCY RESPONSE

During FY2021, ODR actively drafted and developed new policy guidance on service and assistance animals. This proposed policy provides guidance to District government agencies and residents on the rights of individuals with disabilities to use service, service animals-in-training, and assistance animals during the course of employment with the District government and when accessing and using District facilities, programs, and services, and activities. The Service and Assistance Animal Policy Guidance is currently under the final stages of internal review. ODR anticipates issuing the Policy Guidance to agencies during the 2nd or 3rd quarter of this fiscal year.

- b. ADA assessments on District-owned parks; and**

AGENCY RESPONSE

ODR's Assessment Team has currently completed over 75 District owned park and playground sites for ADA accessibility.

- c. Number of District Government employees, grantees, and contractors trained on the ADA.**

AGENCY RESPONSE

Over 1,653 employees, grantees and contractors were trained on various topics of the ADA.

- 32. What progress has been made on making DC government websites accessible to screen readers? Does ODR track how many agency sites are in need of improvement? Which agencies has ODR worked with over FY21 and FY22 to improve their web accessibility?**

AGENCY RESPONSE

Upon request, and in partnership with OCTO, ODR provides technical assistance and Section 508 recommendations to agencies regarding their websites. Agencies continue to make strides in making their web content and materials more accessible by properly converting PDFs from Word documents (instead of scanning documents from copier machines) and uploading them to their websites, providing appropriate alt tags and descriptions to graphics and photos, displaying wording in consistent font and proper color contrast, and developing easy to navigate websites. ODR is currently in communications with the Office of Racial Equity to discuss how to make its new website more accessible to people with disabilities.

Beginning in this fiscal year, ODR will start a two-year project to gather updated ADA Accessibility Plans from agencies within the District government. The ADA Accessibility Plan allows the agency to evaluate its programs and services in multiple areas, including Website Accessibility.

- 33. The MoveDC update published by Mayor Bowser in December 2021 includes the following strategy:**

a. “MAINTAIN AND UPDATE THE AMERICANS WITH DISABILITIES ACT (ADA) TRANSITION PLAN

i. “Update the action plan for DDOT’s Americans with Disabilities (ADA) Transition Plan for annual ADA accessibility improvements to streets, sidewalks, and public spaces.

ii. “Implementation Steps:

- 1. “Update the action plan for DDOT’s ADA Transition Plan**
- 2. “Annual updates to the ADA Action Plan”**

To what extent is ODR involved in the implementation of this strategy?

AGENCY RESPONSE

During the development of the new *2021-2024 Olmstead Community Integration Plan* in FY2021, DDOT was invited into the Olmstead Working Group as a new agency partner by ODR. DDOT is committed to the *2021-2024 Olmstead Community Integration Plan*. In line with the Olmstead Community Integration Mandate and MoveDC’s priorities, ODR and DDOT agreed to include transportation as a priority, with an emphasis on removing barriers within the Public Right-of-Way (PROW) and creating accessible connections to every part of the District. Following the decision to include transportation in the Olmstead Plan, DDOT identified specific, transportation-related metrics that demonstrate how District residents meaningfully integrate in the community. These metrics are summarized in the current Olmstead Plan.

Furthermore, ODR participates in many MoveDC-related initiatives, including involvement with the DDOT Multimodal Advisory Council, Autonomous Vehicle Working Group, Interagency Working Group on Dockless Bikeshare, Vision Zero, and the DFHV’s Accessible Advisory Committee. Based on this partnership, ODR plans to assist DDOT with implementing the proposed strategies, as summarized in the ADA Transition Plan.

34. To what extent has ODR been involved in the rollout or analysis of Capital Bikeshare’s adaptive Bikeshare pilot for people with disabilities?

AGENCY RESPONSE

ODR supported DDOT and the adaptive Bikeshare pilot program by disseminating surveys and collecting residents’ ideas on developing adaptive bikes. Additionally, an ODR employee with disabilities tested prototypes of adaptive bikes for usability.

35. How does ODR utilize and distribute the “Path to Community Living Resource Guide”? Does ODR believe the guide needs updating?

AGENCY RESPONSE

The ODR Pathway to Community Living Handbook and the accompanying Pathway to Community Living Resource Guide are a set of resources to assist people who have moved or are planning to move out of institutions, and into the community of their choice. The Handbook and Guide are designed to help members of this community identify the services they need to live successfully in the community. ODR distributes this book at outreach events and by request to some of the District’s Human Services providers. The only aspects of the guide that need

updating are the contact information for certain organizations, which can be updated on the virtual versions of the guide.

Attachment 1: List of ADA Assessment Locations

Date Surveyed	Ward	Name of Location	Address	Classification
2/25/21	1	16th Street Playground (Powell, Old Headquarters)	3149 16th Street NW	Neighborhood Park
2/25/21	1	The Park at LeDroit	4th Street NW and V Street NW	Community Park
2/25/21	2	NJ and O Sts Park	1301 New Jersey Avenue, NW	Neighborhood Park
2/25/21	3	Forest Hills	32nd and Chesapeake Sts., NW	Neighborhood Park
2/25/21	4	Upshur	4300 Arkansas Ave, NW	Recreation Center
2/25/21	5	New York Ave Recreation Center	100 N Street, NW	Recreation Center
2/25/21	6	Kennedy	1401 7th Street, NW	Recreation Center
3/11/21	1	Columbia Heights Civic Plaza	Intersection of Park Road NW and 14th Street NW	Civic Plaza
3/11/21	1	Hobart Twins Park	Hobart Pl. and Harvard St., west of Georgia Ave., NW	Small Park
3/11/21	1	Monroe Park (11th & Monroe, Trolley Park)	11th and Monroe Sts., NW	Small Park
3/11/21	1	Park View Recreation Center	693 Otis Place, NE	Recreation Center
3/11/21	1	Triangle Park 309 (Lamont Park)	Mt. Pleasant, Lamont and 17th Streets, NW	Small Park
3/11/21	1	Triangle Park 309H	Quarry Road, 18th Street and Harvard Street, NW	Small Park
3/11/21	4	Raymond	3725 10th Street, NW	Recreation Center
3/11/21	5	Dakota Park Children play	South Dakota Ave., Adams and 33rd Sts., NE	Neighborhood Park
3/11/21	5	Dakota Park	South Dakota Ave., Adams and 33rd Sts., NE	Neighborhood Park
3/25/21	1	Euclid Street Garden	14th and Euclid Sts., NW	Small Park
3/25/21	3	Hearst	3950 37th Street, NW	Neighborhood Park
3/25/21	3	Linnean Park (Broad Branch)	Linnean Ave. and Broad Branch Rd., NW	Conservation / Nature Park
3/25/21	3	Macomb	3409 Macomb Street, NW	Neighborhood Park
3/25/21	3	Newark Community Gardens	east of 39th St. and south of Newark St., NW	Neighborhood Park
3/25/21	3	Palisades	5200 Sherrier Place, NW	Recreation Center
3/25/21	4	Lafayette	5900 33rd Street, NW	Neighborhood Park
4/1/21	2	Volta Park (Georgetown)	1555 34th Street, NW	Recreation Center
4/1/21	3	Chevy Chase Community Center	5601 Connecticut Ave, NW	Recreation Center
4/1/21	3	Chevy Chase Recreation Center	5500 41st Street, NW	Recreation Center
4/1/21	3	Glover Park (Stoddert)	4001 Calvert Street, NW	Recreation Center
4/1/21	3	Guy Mason	3600 Calvert Street, NW	Recreation Center
4/19/21	3	Fort Reno (Operational agreement with NPS for field and courts)	Chesapeake St. and Belt Rd., NW	Community Park
4/19/21	3	Friendship	4500 Van Ness Street, NW	Recreation Center
4/30/21	4	Lamond	20 Tuckerman Street, NE	Recreation Center
4/30/21	4	Takoma (includes Takoma Community Center & Takoma Rec Center)	300 Van Buren Street, NW	Recreation Center
6/3/21	5	Arboretum	2412 Rand Place, NE	Recreation Center
6/3/21	5	Joe Cole	1299 Neal Street, NE	Recreation Center
6/3/21	5	Trinidad	1310 Childress Street, NE	Recreation Center
6/3/21	6	Swampoodle Park (3rd and L St Park)	3rd and L St NE	Small Park
7/8/21	6	3rd and I Street Park	3rd and I St SW	Small Park
7/8/21	6	Amidon Field	4th and G Sts., SW	Neighborhood Park
7/8/21	6	King-Greenleaf	201 N Street SW	Recreation Center
7/8/21	6	Lansburgh Park	Delaware Ave., between I and M Sts., SW	Neighborhood Park
7/8/21	6	Randall Recreation Center	25 I Street SW	Recreation Center
7/15/21	5	Harry Thomas	1743 Lincoln Road, NE	Recreation Center
7/22/21	5	Edgewood	301 Franklin Street, NE	Recreation Center
7/22/21	6	Virginia Avenue	L St., between 9th and 11th Sts., SE	Neighborhood Park
7/22/21	6	Yards Park	355 Water St, SE	District Park
7/22/21	7	Triangle Park 337B	Minnesota Ave, 34th and D Streets, SE	Small Park
7/22/21	8	Anacostia Children Play	1800 Anacostia Dr., SE	Recreation Center
7/22/21	8	Anacostia Recreation Center	1800 Anacostia Dr., SE	Recreation Center
8/11/21	2	7th and N Street Park	7th and N Sts., NW	Small Park
8/11/21	6	Fountain Park	2nd & L Street, SE Washington DC	Fountain Park
8/11/21	6	Canal Park	2nd St., between I and M Sts., SE	Special Use Park
8/11/21	6	Cobb Park (Check what's going on with this project)	2nd St., Massachusetts Ave and H St.	Small Park
8/11/21	6	Southwest Duckpond	6th and I St SW	Small Park
8/11/21	7	Alger Park	31st and W Sts., to Park and Hillcrest Drs., SE	Conservation / Nature Park
8/26/21	5	Alithia Tanner Park	1600 3rd. Street NE Washington DC	Special Use Park
8/26/21	5	Noyes Park	1000 Franklin Street, NE	Neighborhood Park
8/26/21	6	Sherwood	640 10th Street, NE	Recreation Center
8/27/21	8	Oxon Run Park (includes Oxon Run Pool, SETLC)	13th and Mississippi SE to South Capital and 1st St S	Large Park
8/28/21	8	Oxon Run Park (includes Oxon Run Pool, SETLC)	200 Valley Ave. SE	Large Park
8/29/21	8	Oxon Run Park (includes Oxon Run Pool, SETLC)	300 Valley Ave. SE	Large Park
8/30/21	8	Oxon Run Park (includes Oxon Run Pool, SETLC)	6th. Street & Mississippi Ave. SE	Large Park
8/31/21	8	Oxon Run Park (includes Oxon Run Pool, SETLC)	1300 block of Mississippi Ave. SE	Large Park
9/1/21	8	Oxon Run Park (includes Oxon Run Pool, SETLC)	Wayne Pl to 1st St SE	Large Park
9/3/21	5	Brentwood Recreation Center	2311 14th Street, NE	Recreation Center
9/3/21	5	Chuck Brown Memorial Park	18th/20th Franklin Street, NE	Memorial Park
9/3/21	5	Florida Avenue Playground	First Street and Florida Avenue, NW	Neighborhood Park
9/3/21	5	Langdon Park	2901 20th Street, NE	Community Park
9/20/21	6	Rosedale Park and Playground	1701 Gales Street, NE	Recreation Center
9/20/21	7	Benning Stoddert	100 Stoddert Place, SE	Recreation Center
9/20/21	7	Fort Davis	1400 41st Street, SE	Recreation Center
9/24/21	6	Jefferson Field	800 7th Street SW	Neighborhood Park
9/24/21	6	Town Center Parks	4th and I St SW	Small Park
9/24/21	8	Bald Eagle	100 Joliet Street, SW	Recreation Center
9/24/21	8	Douglass Recreation Center	1921 Frederick Douglass Ct., SE	Recreation Center
9/24/21	8	Douglass Community Garden	1921 Frederick Douglass Ct., SE	Recreation Center
9/24/21	8	Fort Greble	250 Elmira Street, SW	Recreation Center
10/13/21	7	Kelly Miller Park	4900 Brooks Street, NE	Community Park
10/15/21	7	Kelly Miller Park	4900 Brooks Street, NE	Community Garden
10/15/21	7	Kelly Miller Park	4901 Brooks Street, NE	Park and Play
10/18/21	4	Shaw Skate Park	1528-1530 11th St NW	Skate Park
10/18/21	4	Shaw Dog park	1530 11th St NW	Dog Park

10/18/21	4	Shaw Basketball Courts	1528 11th St NW	Basketball Court
11/18/21	5	Trinidad Recreation Center	1600 Childress St NE	Recreation Center
11/18/21	8	Hillcrest Recreation Center	3100 Denver St SE	Recreation Center
11/21/21	3	Volta Park (Georgetown)	1555 34th Street, NW	Recreation Center
11/21/21	2	Chevy Chase Park & Recreation	5500 41st Street, NW	Recreation Center
11/29/21	7	Benning Park Children Play	5100 Southern Ave SE	Park and Play
12/2/21	6	Dunbar High School	101 N St NW	Dunbar Pool
12/2/21	6	New York Ave Recreation Center Play Areas	100 N Street, NW	Recreation Center Play
12/6/21	7	Small Park	Ames St & Minnasota Ave	Small Park
12/9/21	2	Love Joy Park	12th & E St NE	Children Play
12/16/21	8	Douglass Recreation Center Park	2100 Stanton Terrace, SE	Recreation Center
1/10/22	2	Stead Recreation Center	1625 PSt NW	Recreation Center
1/10/22	8	Douglass Community Garden	2100 Stanton Terrace, SE	Community Garden
1/10/22	4	Fort Stevens Recreation	1327 Van Buren St NW	Seniors & Children Play
1/27/22	1	Banneker Senior High School	800 Euclid St NW	DCPS/ Covid Vacc Site
1/27/22	2	The Atlantic Building	950 F St NW	Private Covid Vacc Site
1/27/22	4	People Congregational Church	4704 13th St NW	Private Covid Vacc Site
1/27/22	5	Store Front Outside	2350-105N Washington Pl NE	Private Covid Vacc Site
1/27/22	6	Arena Social Building	507 8th St SE	Private Covid Vacc Site
1/27/22	7	Old Dental Dreams Building	3925 Minnasota Ave NE	Private Covid Vacc Site
1/27/22	8	Chuch Of Holy Communion	3640 Martin Luther King Jr Ave SE	Private Covid Vacc Site